User Manual for the Marratech client software

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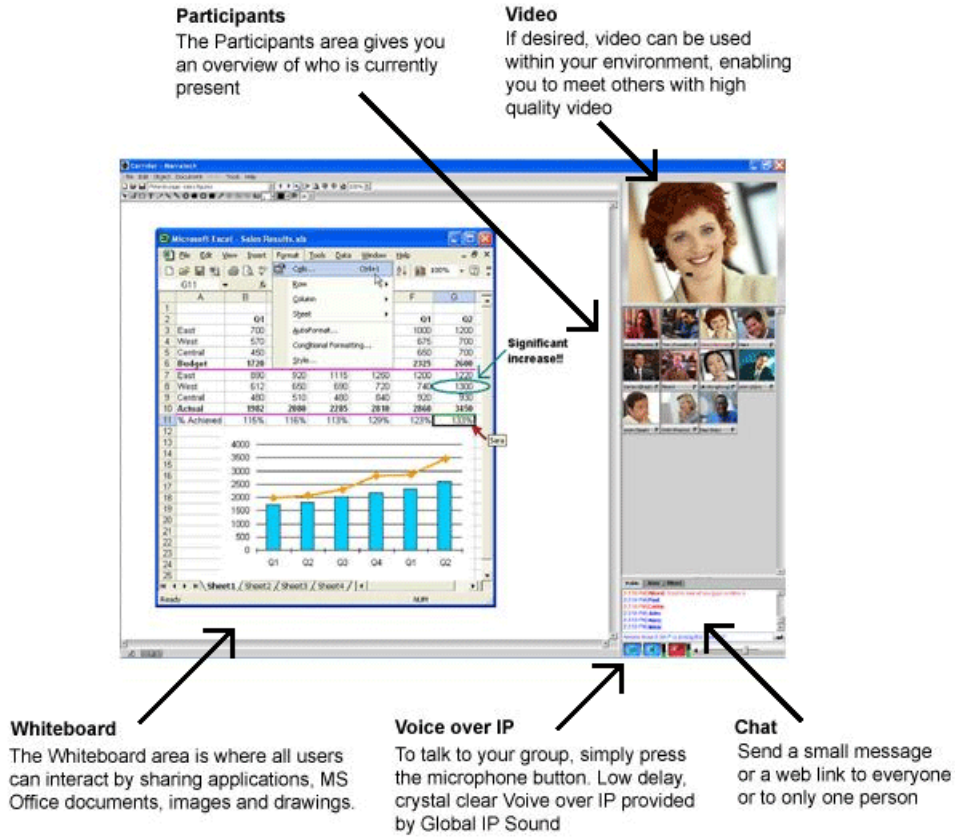
Introduction

The ***Marratech*** client is a freely available software that is easily installed on your computer. ***Marratech*** gives you access to a secure group work environment with crystal clear voice over IP, an interactive whiteboard, the ability to share information and documents, talk and chat in groups or in private and - if desired - the opportunity to see each other by using web cameras.

Once installed on your computer, ***Marratech*** lets you enter a meeting by simply clicking a link on a web page.

Marratech combines the following:


Participants
The Participants area gives you an overview of who is currently present
Video
If desired, video can be used within your environment, enabling you to meet others with high quality video
Significant increase!!
Whiteboard
The Whiteboard area is where all users can interact by sharing applications, MS Office documents, images and drawings.
Voice over IP
To talk to your group, simply press the microphone button. Low delay, crystal clear Voive over IP provided by Global IP Sound
Chat
Send a small message or a web link to everyone or to only one person

What's new?

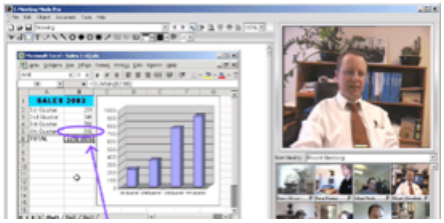
Marratech 5.0 offers new functionality and many improvements. Here are a few of them:

- New name, ***Marratech Pro*** becomes simply "***Marratech***"!
- Walkie Talkie mode is on by default for new users. To speak, press the microphone button and keep it pressed in. To stop speaking, let the button go. This new mode saves bandwidth and improves voice quality.
- Should you want to keep the microphone button pressed in, to use the whiteboard and talk at the same time, press CTRL when clicking the microphone.
- New user interface making it possible to hide unused tools. It also removes separate windows such as the viewer and private chats and integrates then in the main interface.
- Use the button in the lower right corner to switch to the whiteboard!
- Participant video size can be enlarged.
- Audio bandwidth limitation now implemented. If many people have the microphone button pressed simultaneously, then the codec will reduce in quality in order to avoid network congestion.
- Remote application control. Enables you to give control of your application to another participant.
- Improved application sharing. Our VNC based application sharing now uses a transparent rectangle to select what is to be shared. Additionally, Marratech 5.0 can connect to an external VNC server, enabling new training scenarios.
- Application sharing is now available for Linux users as well.
- AES 256 bit encryption ensures the privacy of your meetings with even higher encryption levels.
- Now includes the ability to specify the capacity of your uplink, thus avoiding any possible saturation of your DSL/Cable connection, where upload is often slower than download.
- Improved new video rendering code for Mac OS X.
- Improved compability with Mac OS X Tiger.

Marratech has two different interfaces. Choose the interface that best matches your skills and needs.

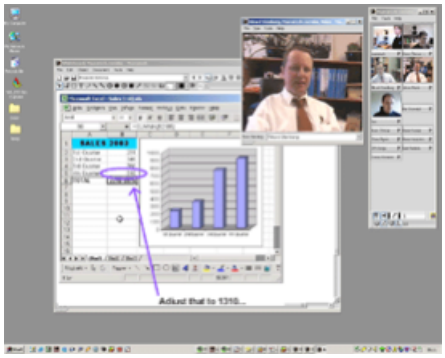
Flexible: This new interface combines all the functionality into one window, but lets you close and open the various components, matching your meeting scenario.

The size of the Participants video can also be made larger and application sharing is now available from this mode.



Expert: This interface is meant for expert users. In this interface, all the modules are separate and they can be toggled separately.

Keep in mind that even if you choose not to view the whiteboard or chat (for example) they are still active and being updated in the background, ready for you to make them visible again.



About this manual
Commands, buttons and menu alternatives are always given in ***bold + italic***, applications and menu names are given in ***italic***. Useful hints and tips are highlighted with this icon: Hint:

This manual has been written using ***Marratech 5.0*** for ***Windows*** while using the ***Flexible*** interface. The same main functionality can also be found in the ***Linux*** (Redhat) and ***Mac*** (OS X) versions.

The manual covers the most common functionality and preference settings. For the sake of simplicity, the screen shots will focus on the new, default, ***Flexible*** interface.

The table of contents on the right acts as a guide through the pages. We recommend reading at least the ***Startup Guide*** for Windows or Mac before joining a meeting the first time.

Windows specific hints are highlighted by the ***Windows*** logo.

Linux specific hints are highlighted by ***Tux***.

Mac OS X specific hints are highlighted by the Mac OS ***X*** logo.

Other information
Marratech hosts a user forum where many questions are answered and discussed, please join our community!

Getting Started - Windows

This guide is a condensed version of the manual and is recommended for first time users. We recommend first reading through this page, then browse through the rest of the manual. In this guide:

- System Requirements
- How to install and start
- Quick Steps to Joining an E-meeting
- Practical Tips
- Troubleshooting

System Requirements

On Windows, the ***Marratech*** client software requires a 1GHz PIII processor along with Windows 2000 or XP (Pro and Home editions) along with a minimum of 512 MB of ram. Frequent users are recommended to use Windows 2000 or XP.

Marratech recommends the use of USB web cameras such as the ***Logitech Quickcam 4000*** or ***Notebook Pro*** along with an analog headset such as the the ***Plantronics .Audio40***.

How to Install and Start

Step 1: Install your web camera and your headset

1. Many cameras require that you insert the accompanying CD before connecting the camera. Please follow the instructions bundled with your camera.

2. Connect your headset to your computer, matching the microphone and headphone plugs carefully.

Marratech strongly recommends the use of a good headset. See the 'Recommended Hardware' in the Support section of www.marratech.com

Hint: For conference rooms, good echo canceling microphones are also available.

Step 2: Install the Marratech client software

1. Download the ***Marratech*** client from www.marratech.com/download. Be sure you are using the latest version! You can now verify this by using ***Help*** menu, ***Update*** option in ***Marratech***.

2. Run the ***Marratech*** installer program and follow the simple installation instructions.

Step 3: Running Marratech the first time

From the Start menu, select Programs and the ***Marratech*** program group.

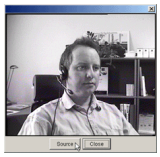
From there, choose the ***Marratech*** program icon.

The first time you use ***Marratech***, the ***Startup Wizard*** will appear. Fill in your identity and contact information. Choose the internet connection speed that best matches your own.

a) Video

If you have a web camera connected, this step will help you test it.

Click ***Preview*** to see a test picture of you camera. Click ***Source*** to access the lighting and color settings for your camera.



b) Bookmarked servers

To join an web meeting with ***Marratech***, you need to access a ***Marratech Manager*** server. In this step, if you know your server's name and web address (or IP Number), add it here. (for example http://www.myserver.com:8000/).

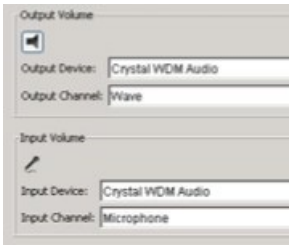
Click ***Add*** to confirm. The server you have added will now show up in the ***Viewer's*** list of available server's in the ***Marratech*** client.

Hint: Marratech's public servers are added by default and can be used for general testing purposes.

c) Voice settings

This step is very important, as it will affect how you are heard and how you hear others. This has a big impact on the overall user experience.

First, choose what sound devices to use. Be sure to choose the ones your headset is connected to. Normally, the output channel is called ***Wave*** and the input channel is called ***Microphone***.



Please avoid using your web camera's built-in microphone. It often gives unpleasant distorted sound.

Finally, set the volume level for what you hear. ***Marratech*** has automatic input volume control, meaning it will adjust your volume level for your microphone automatically.

d) Recording

Simply choose a location where you wish to store your recordings on your computer.

Quick Steps to Joining a web meeting

1. Choose ***Marratech*** from your ***Start Menu***.

2. From the ***Viewer****, click on the appropriate server's web site or enter the web address manually for example: http://emeetingportal.com/

3. Enter your username and password, if necessary.

4. Choose the appropriate web meeting room

5. Click on the ***join*** link to enter the web meeting room. After joining, press on the microphone button to speak and press the camera button to let others see you.

Hint: To keep the microphone pressed in, press the CTRL key when clicking it.

6.Press the whiteboard button in the lower left corner of the application in order to switch from the Viewer to the Whiteboard.

7. Use the ***File*** menu to open images, text files, ***MS Word*** or ***PowerPoint*** documents.

8. Use the pointer and marker to bring attention in the ***Whiteboard***.

8. To lead others to your whiteboard page, press the ***Lead Page Changes*** button.

* Note that you can also join web-meetings from your favorite web browser like ***Internet Explorer***, ***Firefox*** and ***Opera*** etc. just by clicking on an web meeting link.

Practical Tips

Join early

Joining your meeting early gives you the opportunity to test your and your colleagues volume settings, prepare the agenda and load your documents in the ***Whiteboard***.

Voice

Some tips for better voice quality during your meeting:

- Be sure you are using the right audio input and output device.
- Avoid using your web camera's built-in microphone.
- Use only the microphone when you need to speak. Un-press the microphone buttons at other times.
- Avoid breathing in the microphone by placing it a little away from the corner of your mouth, not directly in front of your mouth.

Video

To adjust the quality of your own image, you can choose to raise your bandwidth and your image quality (***Tools***, ***Options***, ***Video*** panel).

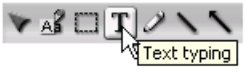
The maximum bandwidth setting is controlled by the configuration of the e-meeting room you have entered.

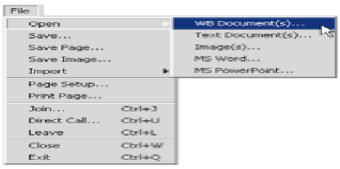
The image quality setting affects the sharpness of the image, higher image quality will give slower video updates,lower image quality will give a faster image.

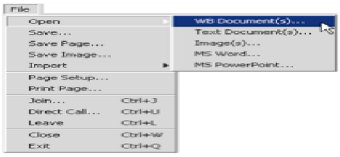
Use the whiteboard

A picture is worth a million words! Use the ***Whiteboard*** to explain, sketch and present. Write an agenda.

Take meeting minutes. Import pictures, ***MS Word*** and ***PowerPoint*** documents. Copy/paste directly from ***MS Excel***. Use the pointer and the marker actively to stress important information.







Hold a private discussion

Click the ***P*** button next to your colleague's name to chat and talk privately to him or her.

Add your favorite server

To add a new server to the ***Viewer's*** bookmark page, simply add it to your bookmarks. To do this, switch to the Viewer by clikcing on the globe button on the lower left icon. From the Slides menu, select Edit Bookmarks...

Write in an easy to remember name and the exact location of your server in the URL field. Press the ***Add*** button to add it to your list and ***OK*** to confirm.

After pressing the ***Refresh*** button in your ***Viewer***, your new server will now appear.

Use Marratech in a conference/class room

You can easily setup any conference or class room for a group of people to participate in a Marratech e-meeting. Simply connect a speaker, an echo canceling microphone (The ***Clear One Accumic II*** is strongly recommended) and a camera. Participants from all over the world can now join your meeting or lecture.

Troubleshooting

Other users cannot hear me when I speak and my microphone is switched on.

Some headsets have mute buttons attached to the headset. Ensure that you are not muted and if there is a volume control, turn it up fully. Finally, double check your sound input and output devices as well as the input/output channels in the ***Tools***, ***Options***, ***Audio*** panel.

Other users can hear themselves when meeting with me. (Echo)

Never use open speakers and a microphone. If you do not have a headset, be sure to at least have normal headphones. Otherwise, sound may go from your speakers into the microphone, leading to echo, which you may not hear, but is very unpleasant for everyone else.

Be sure you and your colleagues have the right input device and input channel selected.

My voice is breaking up and / or there seems to be a delay in sending or receiving voice.

Entering a meeting room not configured for your bandwidth (i.e. you are using a slow DSL but have entered a room configured for higher bandwidth - 1 or 1.5 Mb/s) can cause skipping voice and/or very long delays in the conversation. This usually happens if your upload link is overloaded.

In the ***Tools*** menu, select ***Options*** and choose the ***Audio*** panel. From here, select the low bandwidth audio compression and press ***Apply***. Then, choose the ***Video*** panel and reduce your bandwidth and image quality to no more than 50 kb/s. Press ***OK***.

If you continue to experience degraded voice quality, here are some more tips:

- Have everyone (including yourself) stop sending video.
- Ensure that all applications using the Internet have be closed down and there are no "live updates/synchronizing applications" running in the background.
- Try leaving that meeting room and enter a meeting room with lower bandwidth settings
- If the problems do not disappear, talk to your e-meeting administrator and ask for a lower bandwidth meeting room to meet in for you and your group.

Note: The ***Marratech*** client features packet loss indicators. If you see a lot of orange bars under the participants, you may be suffering from packet loss (i.e. network overload)

I cannot access meeting rooms from my home network and other internet applications work fine.

Your personal firewall may have blocked access to the Internet for ***Marratech***. Configure your programs settings in your personal firewall to allow ***Marratech*** access to the Internet. (You may see a Marratech warning dialog when this occurs.) More information on this is also available in our user forums.

I cannot access meeting rooms from my company network.

Your corporate firewall may be blocking the meeting. Check out the short Firewall Guide at the end of the manual. (You may see a Marratech warning dialog when this occurs.)

I get a warning for too low bandwidth on my USB bus.

Try to avoid using a USB web camera along with a USB headset. In some cases, the USB bus carrying both your voice and your video will be overloaded, causing warnings, quality loss or other hard to troubleshoot problems. Newer USB 2.0 computers are more robust to such issues.

Other problems

Other stability or performance problems are often solved by upgrading to the latest version of ***Marratech*** and your operating system as well as shutting down unused applications. Be sure your computer meets or exceeds our minimum requirements found on www.marratech.com

Getting Started Mac OS X

This guide is a condensed version of the manual and is recommended for first time users. We recommend first reading through this page, then browse through the rest of the manual. In this guide:

- System Requirements
- How to install and start
- Quick Steps to Joining an E-meeting
- Practical Tips
- Troubleshooting

System Requirements

On the Mac, the ***Marratech*** client requires a G4 processor along with Mac OS 10.3 or higher along with a minimum of MB of ram.

Marratech recommends the use of the ***Apple iSight*** firewire camera along with a USB headset such as the ***Plantronics DSP-300***.

How to Install and Start

Step 1: Install your *iSight* camera and your USB headset or headphones

1. Before starting ***Marratech***, be sure that your ***iSight*** camera is connected.

Connecting the camera after starting the software will not work. Other firewire cameras have been tested, but ***Marratech*** recommends the ***Apple iSight*** for its ease of use.

2. Before starting ***Marratech***, be sure to connect a USB headset or a ***Griffin iMic*** with a headset. Plug these in and select them (in the System Preferences) as your primary input and output device.

Hint: If you do not have a USB headset or a ***Griffin iMic*** with a headset, then use normal headphones, such as the ones provided with the ***iPod*** along with the ***iSight*** camera's built-in microphone.

Hint: For conference rooms, good echo canceling microphones are also available.

Not using a headset or headphones will cause echo, which is disturbing to the other participants. Unfortunately, the ***iSight's*** echo canceling does not work with ***Marratech.***

Step 2: Install the Marratech Client

1. Download ***Marratech*** from www.marratech.com/download. Be sure you are using the latest version! You can verify this by using the ***Help*** menu, ***Update*** option in ***Marratech***.

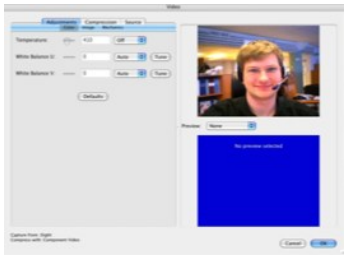
2. Run the ***Marratech*** client installer program you have downloaded and follow the simple installation instructions.

Step 3: Running Marratech the first time

From the ***Applications*** folder, double click the ***Marratech*** icon. The first time you use ***Marratech***, the ***Startup Wizard*** will appear. Fill in your identity and contact information.

a) Video

If you have an ***iSight*** connected, this step will help you test it. Make sure that you have selected ***DV Video*** as capture device.



Click ***Preview*** to see a test picture from your camera. The default settings should work. Close the preview window to continue.

Hint: The ***Marratech User Forum*** has hints on different settings for this preview window.

b) Bookmarked servers

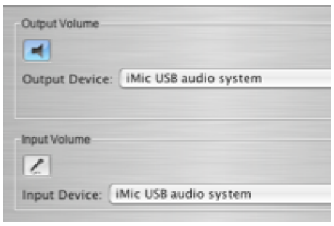
To join an web meeting with ***Marratech***, you need to access a ***Marratech Manager*** server. In this step, if you know your server's name and web address (or IP Number), add it here. (for example http://www.myserver.com:8000/).

Click ***Add*** to confirm. The server you have added will now show up in the ***Viewer's*** list of available server's in the ***Marratech*** client.

Hint: Marratech's public servers are added by default and can be used for general testing purposes.

c) Voice settings

This step is very important, as it will affect how you are heard and how you hear others. This has a big impact on the overall user experience.



First, choose what sound devices to use. Be sure to choose your USB headset, the ***Griffin iMic*** or the built-in device if you are using headphones.

Finally, set the volume level for what you hear. ***Marratech*** now has automatic input volume control, meaning it will adjust your volume level for your microphone automatically.

d) Recording

Simply choose a location where you wish to store your recordings on your computer.

Quick Steps to Joining an E-meeting

1. Double-click the ***Marratech*** icon from your ***Applications*** folder.

2. From the ***Viewer****, click on the appropriate server's web site or enter the web address manually for example: http://emeetingportal.com/

3. Enter your username and password, if necessary.

4. Choose the appropriate web meeting room

5. Click on the ***join*** link to enter the web meeting room. After joining, press on the microphone button to speak and press the camera button to let others see you.

Hint: To keep the microphone pressed in, press the CTRL key when clicking it.

6.Press the whiteboard button in the lower left corner of the application in order to switch from the Viewer to the Whiteboard.

7. Use the ***File*** menu to open images, text files and PDF documents.

8. Use the pointer and marker to bring attention in the ***Whiteboard***.

8. To lead others to your whiteboard page, press the ***Lead Page Changes*** button.

* Note that you can also join e-meetings from ***Mozilla***, ***Camino*** or ***Opera***. ***Safari*** does not support handling of MIME types at the time of publishing. For info, consult our user forums.

Practical Tips

Join early

Joining your meeting early gives you the opportunity to test your and your colleagues' volume settings, prepare the agenda and load your documents in the ***Whiteboard***.

Voice

Some tips for better voice quality during your meeting:

- Be sure you are using the right audio input and output device. Starting ***Marratech*** without the proper devices plugged in may cause it to use the wrong ones.
- Use only the microphone when you need to speak.
- Un-press the microphone buttons at other times.
- Avoid breathing in the microphone by placing it a little away from the corner of your mouth, not directly in front.

Video

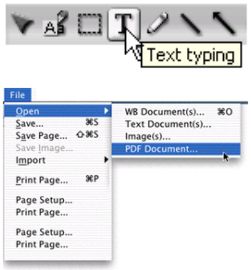
To adjust the quality of your own image, you can choose to raise your bandwidth and your image quality (***Marratech*** menu, ***Preferences***, ***Video*** panel).

The maximum bandwidth setting is controlled by the configuration of the e-meeting room you have entered. The image quality setting affects the sharpness of the image, higher image quality will give slower video updates, lower image quality will give a faster image.

Use the Whiteboard

A picture is worth a million words! Use the whiteboard to explain, sketch and present. Write an agenda.

Take meeting minutes. Import pictures, PDF documents.



Copy/paste directly from ***Safari***, ***MS Excel*** or your favorite application.

Use the pointer and the marker actively to stress important information.

Hold a private discussion

Press the ***P*** button next to your colleague's name to chat and talk privately to him or her.

Add your favorite server

To add a new server to the ***Viewer's*** bookmarks page, simply add it to your bookmarks. To do this, switch to the Viewer by clikcing on the globe button on the lower left icon. From the Slides menu, select Edit Bookmarks...

Write in an easy to remember name and the exact location of your server in the URL field. Press the ***Add*** button to add it to your list and ***OK*** to confirm.

After pressing the ***Refresh*** button in your ***Viewer***, your new server will now appear.

Use Marratech in a conference/class room

You can easily setup any conference or class room for a group of people to participate in a Marratech e-meeting. Simply connect a speaker, an echo canceling microphone (The ***Clear One Accumic II*** is strongly recommended) and a camera. Participants from all over the world can now join your meeting or lecture.

Troubleshooting

Other users cannot hear me when I speak and my microphone is switched on.

Some headsets have mute buttons attached to the headset. Ensure that you are not muted and if there is a volume control, turn it up fully. Finally, double check your sound input and output devices in the ***Marratech*** menu, ***Preferences***, ***Audio*** panel.

Other users can hear themselves when meeting with me. (Echo)

Never use open speakers and a microphone. If you do not have a headset, be sure to at least have normal headphones.

Otherwise, sound may go from your speakers into the microphone, leading to echo, which you may not hear, but is very unpleasant for everyone else. Try to use, at the minimum, a pair of headphones, such as ***iPod*** headphones.

My audio is constantly breaking up.

On the Mac, we recommend connecting your USB headset (or ***iMic***) directly to your computer's USB connector and avoid using a USB hub. These often cause audio quality loss.

I suddenly lose all audio.

This problem is caused by an overloaded USB bus. Try to avoid bluetooth syncs and limit your usage of other USB devices while using ***Marratech***. If you do lose all audio, shut ***Marratech*** down and unplug and replug your USB headset (or ***iMic***)

My voice is breaking up and/or there seems to be a delay in sending or receiving voice.
Entering a meeting room not configured for your bandwidth (i.e. you are using a slow DSL but have entered a room configured for higher bandwidth - 1 or 1.5 Mb/s) can cause skipping voice and/or very long delays in the conversation. This usually happens if your upload link is overloaded.

Open the ***Marratech*** menu, ***Preferences***, ***Audio*** tab. From here, select the low bandwidth audio compression and press ***Apply***. Then, choose the ***Video*** tab and reduce your bandwidth and image quality to no more than 50 kb/s. Press ***OK***.

If you continue to experience degraded voice quality, here are some more tips:

- Have everyone (including yourself) stop sending video.
- Ensure that all applications using the Internet have be closed down and there are no "live updates/synchronizing applications" running in the background.
- Try leaving that meeting room and enter a meeting room with lower bandwidth settings
- If the problems do not disappear, talk to your e-meeting administrator and ask for a lower bandwidth meeting room to meet in for you and your group.

Note: The ***Marratech*** client features packet loss indicators. If you see a lot of orange bars under the participants, you may be suffering from packet loss (i.e. network overload)

I cannot access meeting rooms from my home network and other internet applications work fine.

Your personal firewall may have blocked access to the Internet for ***Marratech***. Configure your programs settings in your personal firewall to allow ***Marratech*** access to the Internet. (You may see a Marratech warning dialog when this occurs.) More information on this is also available in our user forums.

I cannot access meeting rooms from my company network.

Your corporate firewall may be blocking the meeting. Check out the short Firewall Guide at the end of the manual. (You may see a Marratech warning dialog when this occurs.)

Other problems

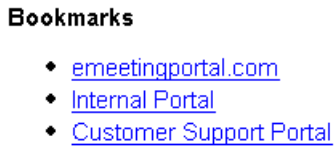
Other stability or performance problems are often solved by upgrading to the latest version of ***Marratech*** and your operating system as well as shutting down unused applications. Be sure your computer meets or exceeds our minimum requirements found on www.marratech.com.

Joining a meeting

Meeting rooms are hosted on a server running the ***Marratech Manager***. To access an meeting, you can do the following:

Start the ***Marratech*** client and use the ***Viewer*** to find your desired meeting room. If it is not in your bookmark list, you can surf to it by typing a web address, such as this:

http://emeetingportal.com/
or
http://123.45.67.89:8000/



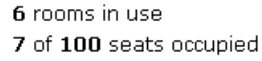
On Windows, your e-meetings can be accessed via your regular web browser (***Internet Explorer***, ***Netscape Navigator***, ***Mozilla*** etc.).

If your network permits it, you can access Marratech's public servers located at:

http://www.marratech.com/meetings/

The server you choose may be password protected. Please enter your name and password.

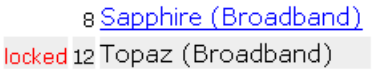
The server you connected to shows how many seats (number of simultaneous users) are available for use. This number can be increased by expanding the license.



Server's may instead have a limited number of simultaneous e-meeting rooms.

The number to the left of the name of the e-meeting rooms shows how many users that are connected to the room in question.

Note that an e-meeting room can be locked "from the inside". Look at the chapter on locking rooms for more information regarding this.



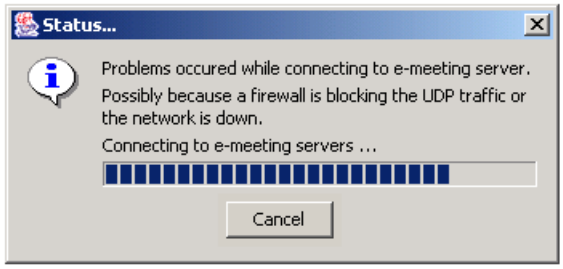
Just click on the name/link to connect to the e-meeting in question.

If you would like information or to join without one or several media use ***Info***.

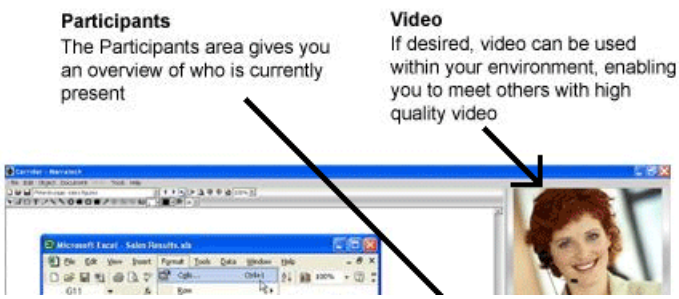
Hint: Useful for users joining with low bandwidth network connections, as they can remove the video.

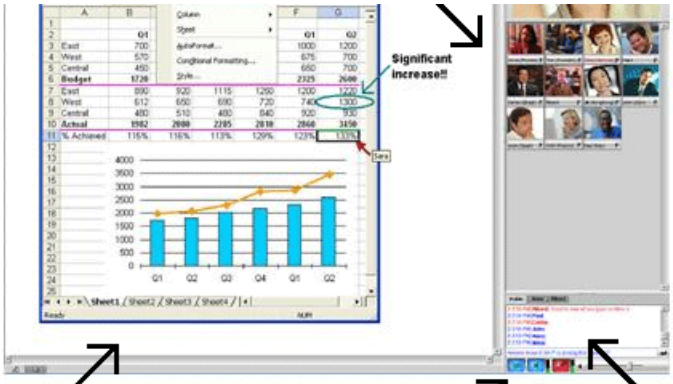
This dialogue box indicates that there might be a firewall blocking the data from the server to your computer.

See the ***Firewall Guide*** for details.


Status...
Problems occured while connecting to e-meeting server.
Possibly because a firewall is blocking the UDP traffic or the network is down.
Connecting to e-meeting servers ...
Cancel

Once you've joined, the main ***Marratech*** client window will open:


Participants
The Participants area gives you an overview of who is currently present
Video
If desired, video can be used within your environment, enabling you to meet others with high quality video



Whiteboard

The Whiteboard area is where all users can interact by sharing applications, MS Office documents, images and drawings.

Voice over IP

To talk to your group, simply press the microphone button. Low delay, crystal clear Voive over IP provided by Global IP Sound

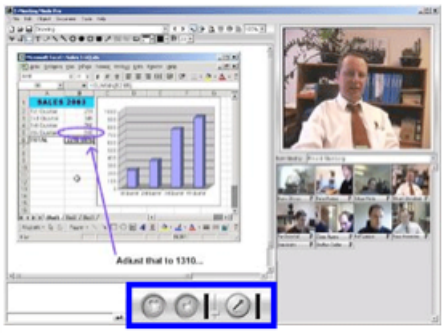
Chat

Send a small message or a web link to everyone or to only one person

Audio and Video

After joining the meeting, you may want to send audio and video:

The ***Marratech*** client features audio and video controls in the lower right part of the application.



Press the ***Microphone*** button to speak to all the other participants. Unpress the button when you are done speaking.

The ***Speaker*** button should be pressed by default. It lets you hear the others speak. Unpress it to mute all the other participants speaking.

To the right of the audio and video buttons, you will find a slider to raise and lower other people's volumes.

If you have a web camera, press the ***Camera*** button to be seen by all other participants in the e-meeting room.

Unpressing the camera button will freeze your image for up to 90 seconds, but will not transmit any new images. After 90 seconds your frozen image will disappear.

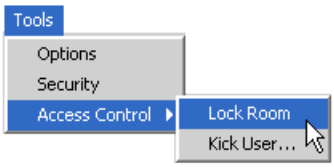
Marratech has a list of recommended headsets, microphones and conference room setups on its web server and strongly recommends consulting this list.

Locking a meeting room

Locking an meeting room requires moderator priveleges. If this is not the case, these menu alternatives are grayed out. Talk to your system administrator.

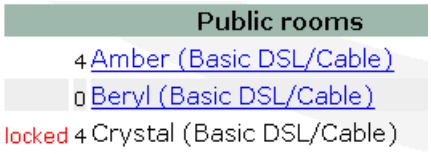
Once all participants have joined your meeting, simply lock the door behind you. You can even disconnect an unwanted user from an meeting room.

Use ***Access Control***, ***Lock Room*** on the ***Tools*** menu when all participants has joined the room. (on the ***Window*** menu under ***Mac OS X***)



A check mark indicates that the room is locked.

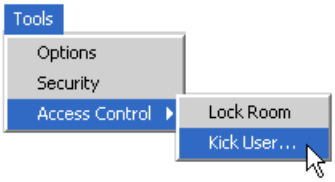
The link for the room is disabled and the word ***Locked*** is added..



Uncheck the ***Lock Room*** menu alternative to unlock the room if a participant leaves the room and needs to get back in again.

The room is automatically unlocked when the last participant leaves the room after a meeting.

To disconnect a participant use ***Access Control***, ***Kick User*** on the ***Tools*** menu and select who you would like to disconnect. (***Window*** menu under ***Mac OS X***)



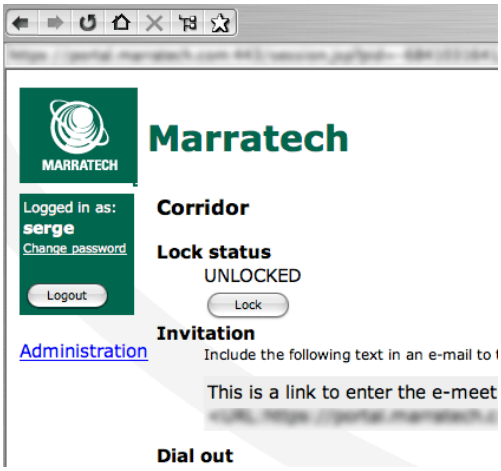
The disconnected user will be presented with a dialog box showing who has disconnected him or her.

If you are connected to a Marratech Manager 3.0 server, both of these features are directly available from the viewer's welcome page. To open this page:

1. Select the viewer from the Whiteboard / Viewer selector button.

2. Press the Star icon to open the welcome page.

If you are a moderator, lock and kick functionality is aslo available from the Manager's welcome page.

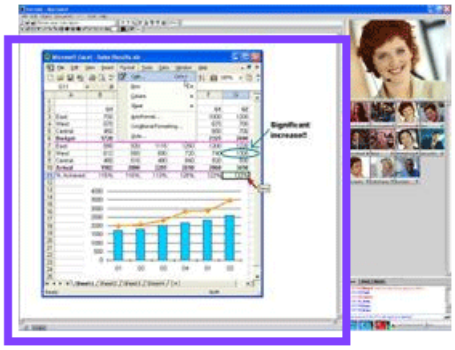


The Whiteboard

The ***Whiteboard*** is ideal for sharing and commenting documents and drawings, taking meeting minutes, scribbling and sketching, etc. It supports multiple pages which in turn can be used simultaneously by several users.

This chapter will go through all of the ***Whiteboard***'s functionality.

To view the ***Whiteboard***, click on the Whiteboard selector button in the lower left corner.



The ***Whiteboard*** can import images, text and ***MS Word*** and ***PowerPoint*** documents (it can also share/present all other windows on your computer for others to view!).

While Mac users can not import ***MS Office*** documents, but these can be easily saved as ***PDF***, a format supported on the ***Mac OS X*** version of ***Marratech***. Copy/paste is also supported extensively and works from ***MS Word***, ***Excel***, ***PowerPoint*** etc.

- The main tools are found above the drawing area.
- Palettes for changing colors, fonts and text styles are also found beside the main tools along with the controls for the ***Screen Capture*** and ***Application Sharing*** functions.
- Use the menu or the ***Left*** and ***Right*** buttons above the drawing area to switch between the different whiteboard pages.

The ***Object*** menu provides functionality for moving objects back and forward as well as grouping them.

There is an ***Undo*** function under the ***Edit*** menu (in several steps).

Hint: The ***Whiteboard*** supports ***GIF***, ***Animated GIF***, ***JPG*** and ***PNG*** image file formats.

The Whiteboard Tools

Here is an introduction to the ***Whiteboard*** tools.

These are the two most commonly used Whiteboard tools:

- ***Telepointer***
- ***Markup pen***

Hint: Hold down <shift> while using the ***Markup pen*** to mark in straight lines.

In the top left corner you have access to the most commonly used file/page functions:

- ***Create new Whiteboard page***
- ***Open Whiteboard document***
- ***Save the current page***

You can follow and/or lead the page changes of all the participants in the ***Whiteboard***:

- ***Follow Page Changes***
- ***Lead Page Changes***

Hint: The ***Lead Page Changes*** function is very useful when leading a group through your ***PowerPoint*** or ***Keynote*** presentation.

Buttons for presenting an application window from your screen:

- ***Desktop sharing***
- ***Select Window to Capture***
- ***Update Captured Window***
- ***Take control of remote desktop***

There are two controls for to determine how to view the Whiteboard content:

- ***Miniview***
- ***Zoom control (new as of version 4.0)***

The section of tools consists of:

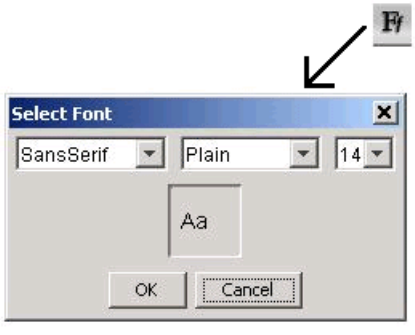
- ***Selection***
- ***Text***
- ***Freehand drawing***
- ***Lines***
- ***Arrows***
- ***Circles/ovals, hollow***
- ***Circles/ovals, filled***

And the following button have these functions:

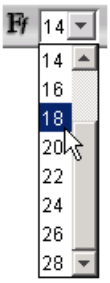
- ***Squares/rectangles, hollow***
- ***Squares/rectangles, filled***
- ***Color picker***
- ***Group objects***
- ***Ungroup objects***
- ***Import video snapshot***

The ***Font*** button will bring up all the text/font parameters:

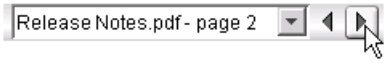
- ***Font***
- ***Style***
- ***Size***



The font size can also be changed quickly from its own small menu.



- ***Page selection***

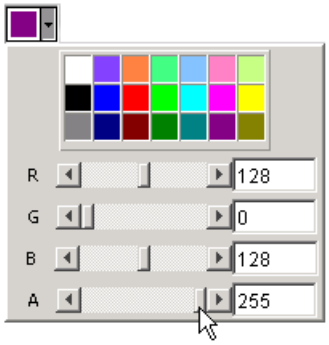


Hint: Note that an asterisk (*) before the page name means that your computer has not yet downloaded the page.

- ***Color palette***

These colors can be assigned to text and any drawn objects. Select from the palette or make your own hue by mixing Red, Green and Blue.

As of version 4.0 of the ***Marratech*** client you can also set the Alpha (transparency) value.

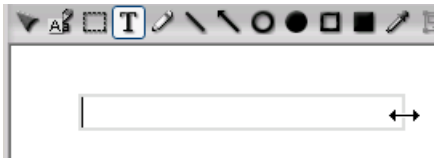


You can choose from different line widths for lines, arrows, circles etc.

The Whiteboard Text Tools

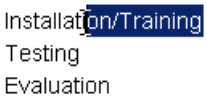
To write in the ***Whiteboard***, click on the text tool and click in the ***Whiteboard*** work area where you would like to write.

You may drag the right margin setting to the desired position:



The text will now automatically wrap to the next line as you type.

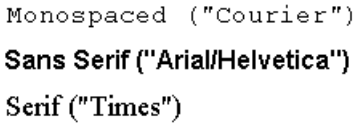
Text can be moved by first selecting either a part of a text block by highlighting the text with the text tool, or the whole text block by clicking on it using the selection tool. Then use ***Cut*** and ***Paste*** (on the ***Edit*** menu) to move the text.



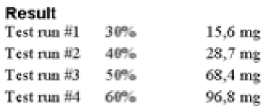
The font, color, style and size of the text can be set in a similar way. First select the text in question and then apply the formatting.

Hint: These attributes apply to the whole text object block.

There are three different font types to choose from in the ***Whiteboard***.



The text handling also has left-justified tabulator stops every eight character.

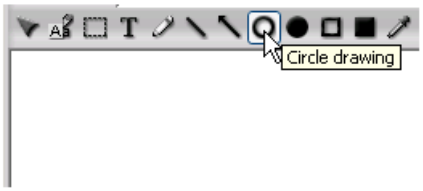


This is to aid you when setting up tables. Just press the <tab> key between the columns.

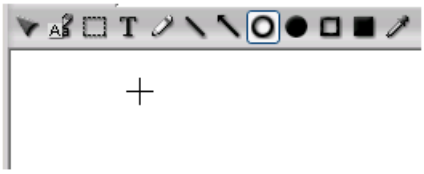
The Whiteboard Drawing Tools

To draw in the ***Whiteboard,*** simply click on the desired drawing tool. Move the mouse cursor over the work area. Start drawing the object by holding down the mouse button and release it when you have achieved the desired result

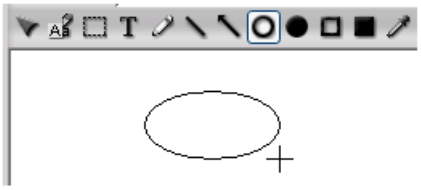
Choose a tool by clicking on its button.



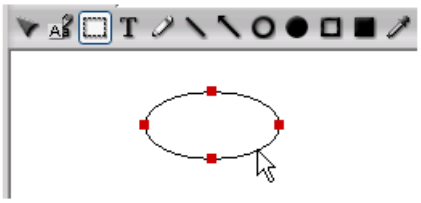
Move the cursor over the work area.



Hold down the mouse button and draw the desired shape.



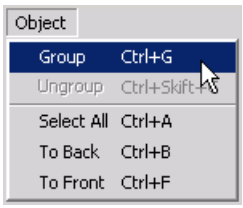
To alter the shape, use the ***Selection Tool*** and click on it. Then move it by dragging the actual shape or change its size/proportions by dragging the small "handles". You can also apply a new color or line width.



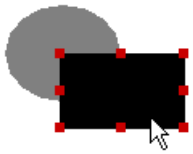
Hint: If you want to be aided in drawing straight lines (in 45 degree increments) and true circles/squares, hold down the <shift> key while drawing.

Hint: To move more than one object at the same time you must group them first.

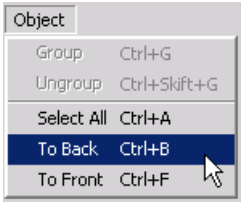
Select the desired objects with the ***Selection Tool*** by outlining them all at once or selecting them with the CTRL key. Then use ***Group*** from the ***Object*** menu to "glue" them together. Use ***Ungroup*** to separate the different objects again.



The order between objects can also be changed. If you have two objects and would like to move one of them behind the other do like this: Start by selecting the top one.



Choose ***To Back*** on the ***Object*** menu to move the black rectangle behind the gray circle in this example:



The same applies to when moving an object to the front of another, use ***To Front*** for that.

Note that the behavior when selecting objects has changed as of version 4.0 of the ***Marratech*** client. Previously an object was moved "on top" when selection it, that is not the case any more as it keeps its order.

Hint:

A useful tip is to ***Group*** these two objects now so that you don't alter their order when you continue to work on the page.

The Whiteboard File Handling

The ***Whiteboard*** can open and import a number of different file formats, images (***GIF***, ***JPG*** and ***PNG***), ***MS Word*** and ***PowerPoint*** (***Marratech for Windows***) and ***Adobe PDF*** files (***Marratech for Mac OS X***).

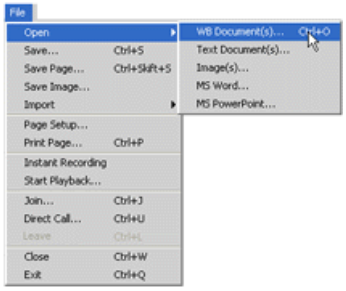
Save and open ***Whiteboard*** documents using ***Save***, ***Save Page*** and ***Open*** on the ***File*** menu.

- To save the entire ***Whiteboard*** and all of its pages, use ***Save***.
- To save only the current ***Whiteboard*** page, use ***Save Page***.
- To save a selected image (GIF, JPEG or PNG), select the image and choose ***Save Image***. Images are saved in their original format.

Use ***File***, ***Open*** to open a ***Marratech Whiteboard*** document, text document or image.

Windows users can open ***MS Word*** and ***MS PowerPoint*** files directly in the ***Whiteboard***. To do this, ***MS Office*** must be installed on your computer.

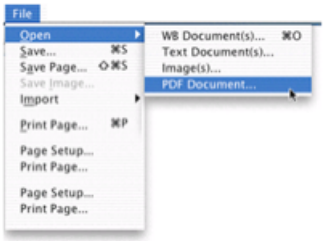
One ***Whiteboard*** page is created for each ***Word*** page or ***PowerPoint*** slide.



Marratech for ***Mac OS X*** can open ***PDF*** files directly into the ***Whiteboard***.

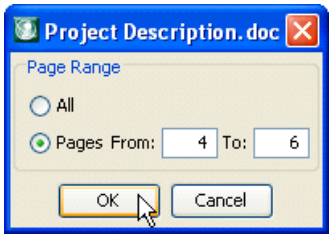
All ***Mac OS X*** applications capable of printing can export to the ***PDF*** format.

Marratech also has extensive copy/paste capabilities. You can copy/paste from ***MS Excel***, ***Word***, ***PowerPoint*** etc.



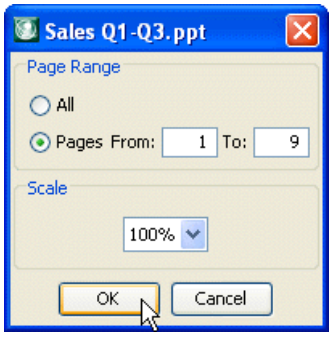
When opening an ***MS Word*** document on a ***Windows*** machine, you may open the whole document, or a range of pages from it.

You can also select what range of pages to open when opening ***Adobe PDF*** files in the ***Mac OS X*** version of ***Marratech***.



With ***MS PowerPoint*** documents, you may also scale the slides to a smaller or larger size.

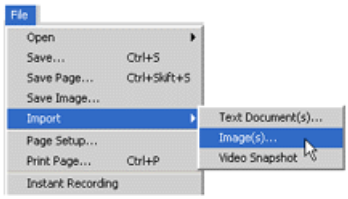
When working with ***MS Excel*** we recommend the use of copy/paste, or using the functions for window capture or sharing.



The ***Import*** function differs from ***Open*** as it brings text or image files into the current whiteboard page.

In contrast, ***Open*** creates a new whiteboard page for every file.

Open also sets the opened document in the background of the whiteboard page, whereas ***Import*** creates an object.



The ***File***, ***Import***, ***Video Snapshot*** function lets you bring high quality pictures from your camera directly into the whiteboard.

This is useful for taking a snapshot of a product prototype, an injured hand, etc.

Hint: Keep in mind that you must be sending video to import a ***Video Snapshot***.

This useful tool is also available directly from the ***Whiteboard's*** tool bar:

Hint: There are also functions on the ***Edit*** menu for pasting and copying both text and images from other applications into the ***Whiteboard***. Using the clipboard you can even insert a whole window by first "grabbing" the current active window using ***Alt + Print Screen*** (on Windows) and then pasting it into the ***Whiteboard***.

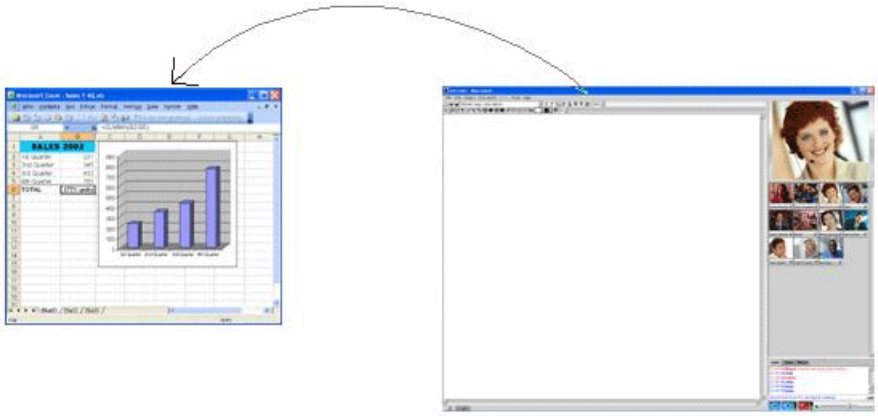
Hint: To choose where to insert an object, click in the work area of the ***Whiteboard*** where the object should be inserted.

The Whiteboard Screen Capture

The ***Whiteboard*** can do screen captures of other applications. This is useful for presenting or discussing text, images, drawings, spread sheets, etc. directly from any other application on your computer.

First, start the application you wish to capture and bring into the whiteboard.

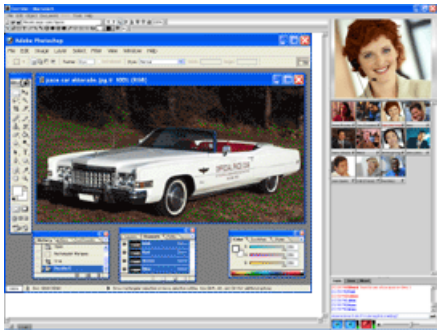
Then, from the ***Whiteboard***, use the ***Window Capture Tool***. Press the ***Window Selection*** button (picture to the right) and hold the mouse button down while dragging to the desired window and then release.



On a ***Mac OS X***, simply click on the ***Window Selection*** button. A camera shaped cursor will appear with which you can click on the application you wish to capture.

More Details

- The resulting image will presented on the ***Whiteboard's*** background layer, making it easy to draw and write on top of it.
- "Only" the owner of the document can make changes to the original document in the application.
- Although only the owner can modify the original document, other participants can draw and write over the captured window.



Hint: Remember that this can be any application window on your machine, in the example above ***Adobe Photoshop*** is captured. Simply be sure the application in question is visible on your desktop before clicking on the capture button.

Windows users can also select a sub-window within an application if necessary (for example, the actual spread sheet in ***MS Excel***, leaving out the toolbars and menus). Go to the title bar of a ***Windows*** application if you would like to present the whole window.

On ***Mac OS X*** you can press <space> on the keyboard before selecting what window to capture, this will let you select an area of your screen to capture.

To update, click on the ***Update*** button (or press <ctrl> + <d>) in the ***Whiteboard***. On ***Mac OS X***, simply use the ***Window Selection*** button again as the ***Update*** function is not available.

Hint: Note that you can press <ctrl> on the keyboard before selecting a window and the captured window will be put into the system clipboard. Then you can paste the window as a normal image and avoid having it in the background layer of the whiteboard page.

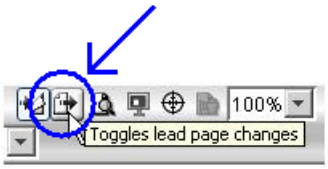
The Whiteboard Application Sharing

Marratech 5.0 introduces the ability share a live application and handover control to one of them. The application sharing function enables you to show applications in real time to all the other participants. ***Application Sharing*** is very useful for on the fly updates of external documents or for online training.

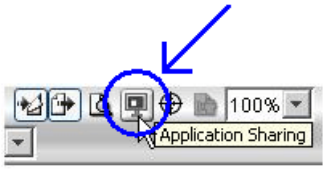
Application Sharing can be done from***Windows, Mac*** and Linux. The ***Application Sharing*** tool streams the chosen desktop area to the other participants' ***Whiteboards***.

Before starting, start the application you wish to show and place it on your desktop.

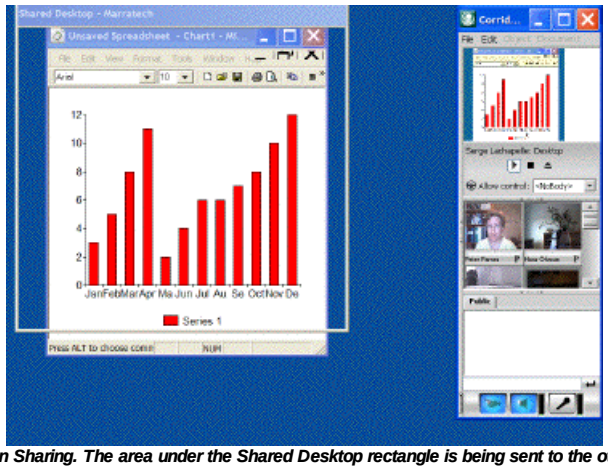
Then, in the whiteboard, turn on the ***Lead Page Changes*** function. This will lead the other participants to the application sharing page you are about to create.



After pressing the ***Application Sharing*** button, the sharing mode will appear onscreen. It removes the large video window and replaces it with an overview of what you are sharing. The whiteboard will also be hidden.

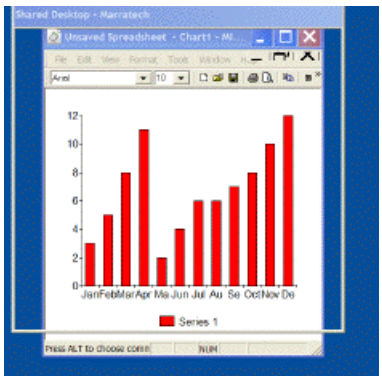


This will make it easier to select the application you would like to present to the others. There is a small miniature ***Whiteboard*** in the sharing tool that will show you what the others are seeing.

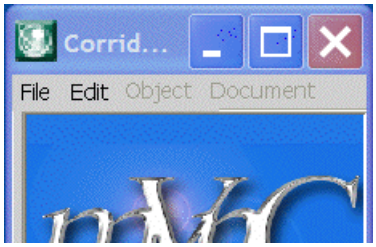


Using Application Sharing. The area under the Shared Desktop rectangle is being sent to the other participants.

Move the ***Shared Desktop*** rectangle **over the application you want to share**.



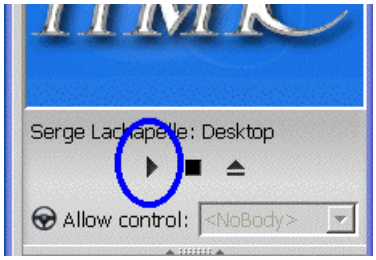
Press ***Play*** to start sharing the area under the ***Shared Desktop*** rectangle.



The ***Play*** button will start sending the Shared Desktop rectangles contents.

The ***Stop*** button will stop sending the Shared Desktop rectangles contents.

The ***Eject*** button will halt application sharing and return you to the full Marratech interface.



Hint: You can resize the ***Shared Desktop*** rectangle to match your needs.

To give control of your ***Shared Desktop*** are to another participant, select him or her from the ***Allow Control*** list.

ONLY GIVE CONTROL TO SOMEONE YOU TRUST! Allowing someone to control your computer has serious implications. Never leave your computer unattended when allowing control.

The participant you have given control to will now be able to click the steering wheel icon in the Whiteboard's button bar and take control of the Shared Desktop area.

Switch back to "***<Nobody>***", ***Stop*** or ***Eject*** to stop the application sharing's remote control feature.

Special considerations

Application Sharing requires bandwidth. If you are using it frequently, be sure to use an e-meeting room in which the ***Whiteboard*** media is configured for higher bandwidth limits. Using ***Application Sharing*** on an Internet connection with low upload speed will of course lead to worsened quality in the audio and video.

Application Sharing requires more resources. You may notice that it uses more processor power than the traditional screen capture in ***Marratech***.

Hint: If you feel your system is too slow when sharing an application, try not sending video at the same time. This will reduce your processor load.

Hint: You may bring up the whiteboard and use it to annotate over the application being presented. This is a very good way of writing notes or bringing attention to special details or dialog boxes.

Hint: Sharing a large area will be slower than a small area. Try to limit and optimize what you want to show so that the updates will be faster.

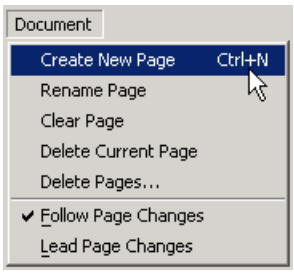
Hint: Marratech builds upon VNC to make application sharing possible. This has interesting benefits, such as the ability to use an external VNC server instead of your local computer. It makes it possible to hold software training on a another computer than your own. This is possible by opening the ***Options*** menu item under ***Tools*** and selecting the ***VNC*** tab. Simply specify an external VNC server and port.

Hint: To share your desktop area with better color quality, open the ***Options*** menu item under ***Tools*** and select the ***VNC*** tab. Change the ***Depth*** to 16. This will require more bandwidth.

The Whiteboard Additional Functions

Here we present a number of additional ***Whiteboard*** functions.

There are a number of additional functions on the ***Document*** menu:



- ***Create New Page:*** Adds a new page.
- ***Rename Page:*** Allows you to change the name of a ***Whiteboard*** page.
- ***Clear Page:*** Erases all text, images, etc. but leaves an empty page, keeping its name.
- ***Delete Current Page:*** Deletes the current ***Whiteboard*** page.
- ***Delete Pages***: Using this command opens a dialog where you can quickly delete multiple pages. Hold down <shift> or <ctrl> to mark and delete multiple pages.

Follow and Lead Page Changes

- ***Follow Page Changes:*** Enables your ***Whiteboard*** to follow the page changes by those that have decided to lead. This is selected by default.
- ***Lead Page Changes:*** Enables your ***Whiteboard*** to lead the the other members to the page you are changing to.

Hint: The ***Lead Page Changes*** function is very useful for leading your audience through your ***PowerPoint*** presentation. Your audience's ***Whiteboards*** will follow your page transition instantly.

Hint: ***Marratech*** leads the others to the active page when enabling ***Lead Page Changes***. No need to change back and forth.

Delete and Clear Page

To delete an object on a ***Whiteboard*** page, simply select it with the ***Selection Tool*** and press the ***<delete***> key (backspace on ***Mac OS X***) . To delete all objects from a page, use the ***Clear Page*** command on the ***Document*** menu.

Miniviews, Zoom and the size of Whiteboard work surface

By clicking the ***Miniview*** button you will be presented with a small miniature of the ***Whiteboard***. This can be used for keeping an eye on a ***Whiteboard*** page while working on another.

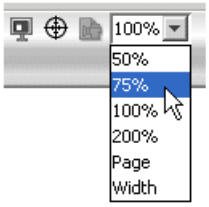
Note that you can have multiple ***Miniviews*** open and that way being able to follow progress that users are making on several whiteboard pages at the same time. The ***Miniviews*** can be resized and placed freely on your screen.

Use the ***Zoom*** functionality to scale the ***Whiteboard***, useful when users have different screen sizes.

50-200% are switches between those zoom levels.

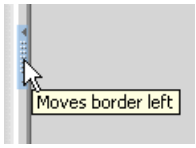
Page zooms to fit a whole page.

Width zooms to fit the width of a page.



Note that the ***Zoom*** functionality only affects your own view of the ***Whiteboard***, with or without ***Lead Page Changes*** turned on.

Note that you can also move the boundaries between the various modules. Just use the mouse and click.



Hint: If you need more work space in the ***Whiteboard*** you can switch to the ***Expert*** interface, from which you can maximize the ***Whiteboard*** area to cover your whole screen.

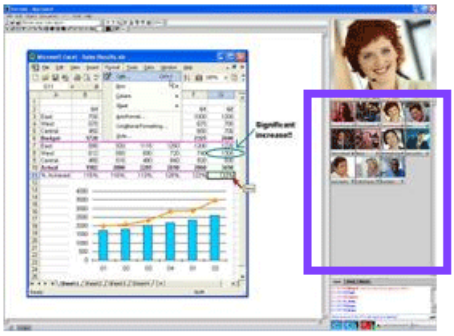
The Participants Module

The ***Participants*** module is useful for getting a quick overview of who is online.

The participants that are not sending video are represented by name only while those sending video also have a thumbnail image.

Note that the name of the participant turns red when he or she is sending audio (or blue when sending ***Private Audio -*** see chapter Private Window).

You can switch who is seen in the large video window by clicking on the thumbnail of another particpant.



The big ***Video*** window can also change source through ***Video Follows Audio***. This can be turned off in the ***Marratech*** options/preferences or temporarily blocked by holding down the mouse button on a thumbnail in the ***Participants*** module.

The size and update speed of the Participant's video thumbnails can be set from the ***Options*** menu item under the ***Tools*** menu and select the ***Participants*** tab.

The Private Window

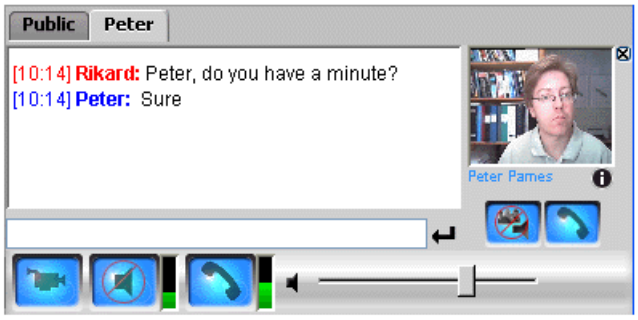
The ***Marratech*** client has a powerful one-to-one function that can be used to send audio and text messages (***Chat***) to a single recipient.

The private window can be opened by right-clicking a user or using the ***Private 'P'*** button.

Talk to the other party by using the ***Phone*** button.

If you wish to mute the audio from the other participants, you can press the ***Mute Public Audio*** button. This new feature is useful for having a private conversation during an ongoing meeting.

If the participant's name is in **blue**, then the person you are talking with is also sending private audio while **red** indicates the use of normal public audio (everyone in the meeting can hear).



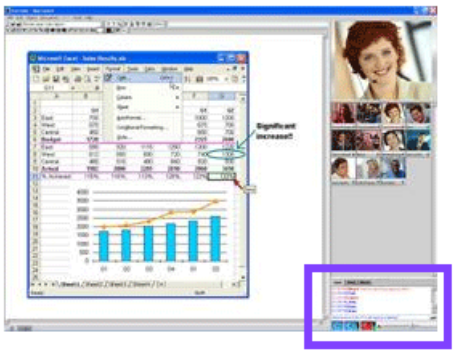
To learn more about sending text messages, consult the ***Chat*** chapter.

The Chat

The ***Chat*** is a handy tool used for text based conversations. Write what you would like to say to the whole group and press <enter> or press the ***Send*** button. The ***Chat*** module is useful when you do not want to use audio, during a presentation or lecture for instance. It is also useful for getting people's attention.

Hint: Use the ***Chat*** to moderate large meetings.

You will find the ***Chat*** tool in the lower left corner in the Flexible interface.



Your own messages are displayed with your member name in **red** while messages you receive are in **blue**. A time stamp is displayed before the name.

The ***Chat*** can also show event messages when someone joins or leaves the session

You can add "smileys" to show what mood you are in as well as send web addresses (URL's) directly linked to the ***Viewer***.

Great!

www.marratech.com/support.shtml

The link content can also be copied for usage in other applications by middle clicking the link.

Smileys can be used in public and private chat messages.

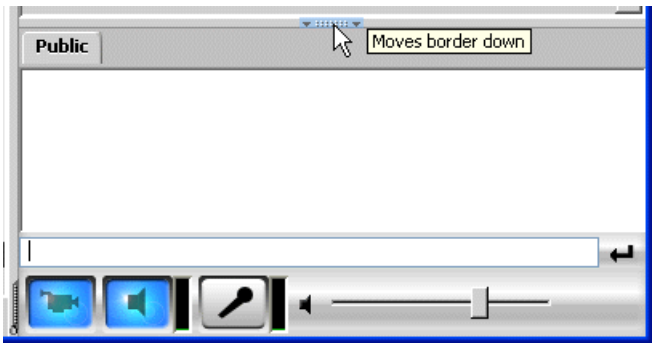
For example, to make the "happy smiley" just type a colon, a hyphen and a right parenthesis :-)

Or just a colon and a right parenthesis :)

:-)	:)	
:-(	:(	
;-)	;)	
:-P	:P	
:-|	:|	

Hint: Clear the ***Chat*** area using ***Clear Messages*** on the ***Edit*** menu.

Note that you can move the boundary between the ***Participants*** list and the ***Chat*** with your mouse:

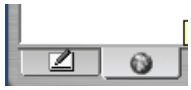


The same applies for the boundary between the ***Whiteboard*** and the ***Participants/Video*** modules.

The Viewer

The built-in web browser, ***Viewer***, is used for choosing which e-meeting to join. A list of defined servers running ***Marratech Manager*** is presented to you when launching the ***Marratech*** client.

At any time, to display the ***Viewer***, simply select the Viewer "globe" button in the lower left corner of the application.



To add a new server to the ***Viewer's*** bookmark page, simply add it to your bookmarks. To do this, switch to the Viewer by clikcing on the globe button on the lower left icon. From the Slides menu, select Edit Bookmarks...

Write in an easy to remember name and the exact location of your server in the URL field. Press the ***Add*** button to add it to your list and ***OK*** to confirm.

After pressing the ***Refresh*** button in your ***Viewer***, your new server will now appear.

You also view the help pages (just choose ***Help*** on the ***Help*** menu to activate) and log (just type "log:" in the URL field) files generated by ***Marratech***. The ***Viewer*** is not intended to replace your usual web browser as it can only show basic HTML 4.0 web pages.

Direct Calls

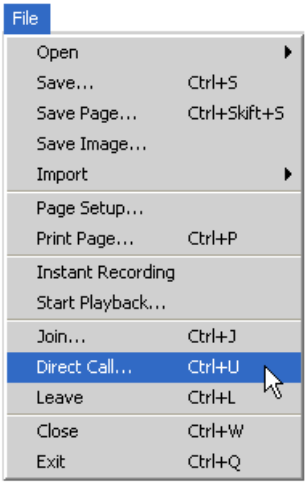
Direct, person to person, calls can be made without connecting to a ***Marratech Manager*** server.

Unlike the ***Private Window*** functionality, where you "only" have access to private audio and chat, this allows you to access all available media, ***audio***, ***video***, ***chat***, ***whiteboard*** and ***web***.

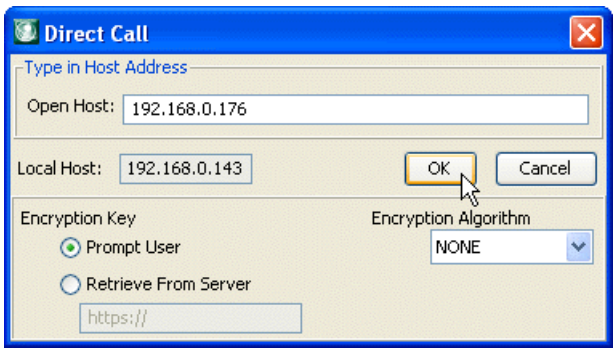
UDP ports 50500 to 50511 must be opened in the firewalls between the hosts. The ***Direct Call*** functionality does not support ***Network Address Translation*** (***NAT***) networks.

The ***Marratech Manager*** offers much better support for firewalls and ***NAT*** and is recommended for extranet usage. We always recommend communicating via a server running ***Marratech Manager*** which supports most firewall configurations.

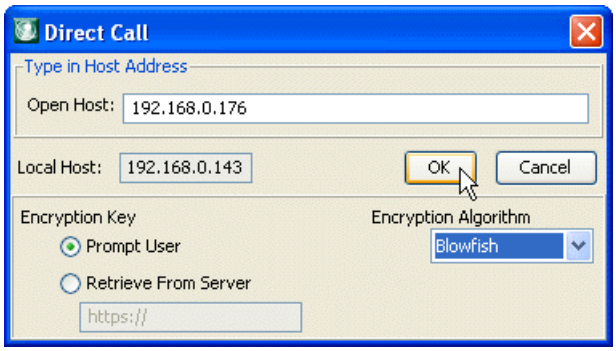
First, open the ***File*** menu and select ***Direct Call.***



Enter the ***Host name*** or ***IP number*** of the remote participant's machine. Your own ***IP number*** is shown in the **Local Host** field for convenience. The other party that you are "calling" must do the same step.



Direct Call also supports encryption. Choose an encryption algorithm ***(DES,*** 56 bits or ***Blowfish,*** 128 bits) and how you want to access the encryption key. Choose between ***Prompt user*** (mutually agree on a key to use in advance) or ***Retrieve from server*** where the key is retrieved from a file on a secure web server.



Recording

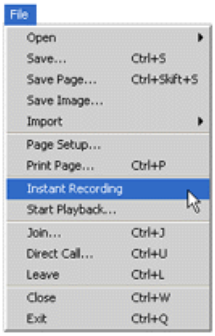
Marratech is able to to record your meetings and let you review them later.

This is useful for:

- Net-based learning
- Review of meeting content
- Lets people whom were absent view the meeting.

Recording

To quickly record a meeting, simply select ***Instant Recording*** from the ***File*** menu. In ***Expert Mode*** you have to open the ***Viewer*** first.



Then, decide upon an encryption key (optional for un-encrypted e-meetings):

Security Alert
An encryption key is required for secure storage of the new recording. Do not forget this key as it will be needed to playback the recording.
Note: At least 6 characters required.
Key:
Confirm:
OK
Cancel

A VCR-like panel will appear. Press the ***Record*** button to start recording.

Hint: Join the e-meeting a few minutes ahead so that your computer gets all the ***Whiteboard*** pages before you start the recording (***Whiteboard*** pages with a * in the name are not available on your local machine).

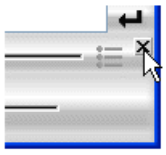
A counter that shows how far into the recording you are (in hours, minutes and seconds).

Start recording.

Pause.

Stop (also closes the recording controls).

Same as the ***Stop*** function.

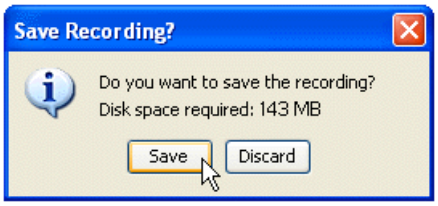


The recording mechanism will show up in the ***Participants*** module as ***VCR record***.

That changes to ***VCR RECORD*** when it is recording and back to ***VCR record*** while it is in ***Pause*** mode.

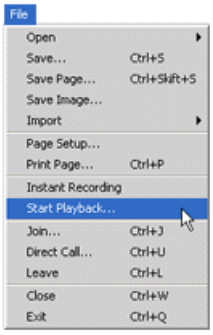
Hint: You can close the Viewer window while recording if you so desire.

Saving the recording



Playback

To view a recording, use the ***Start Playback*** item on the ***Viewer´s File*** menu.



You will then be presented with a dialog box where you may choose the recording you want to view.

The recordings can be found locally on your machine or on a file server.

You can view recordings while in offline mode or while in an e-meeting with others.

After you click ***Finish,*** the playback toolbar is added to the ***Marratech*** client where you can choose from the following functions:

Note that you may be prompted to enter an encryption key ("password") for the recording if this was done during a secure/encrypted e-meeting.

Play (start the playback).

Stop.

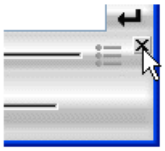
Pause.

Jump one minute back or forward.

Progress bar (click beside the marker to move 10%).

Index.

Stops the playback and closes the VCR controls.



Indexing

Recordings may be indexed, allowing you and others to quickly reach the desired section of the recording.

To index your recording, from the ***Viewer***'s file menu, choose the ***Start Playback*** menu item and open your desired recording.

Click the ***Index*** button to access the indexing tools.

There are a number of functions available:

Use the ***Add*** function to enter an index point.

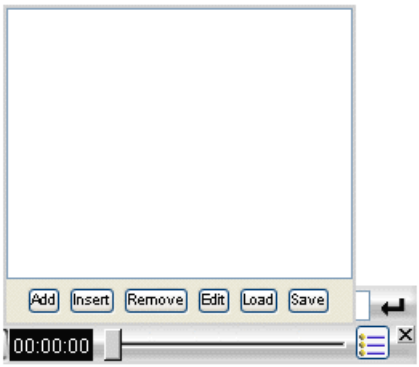
Insert will add an index point before the selected one.

Using ***Add*** while an index point is selected will create one on a second level. Use ***<ctrl>*** + a mouse click to deselect.

Use ***Remove*** and ***Edit*** to delete and edit the points.

Load will restore the index points from the last saved version.

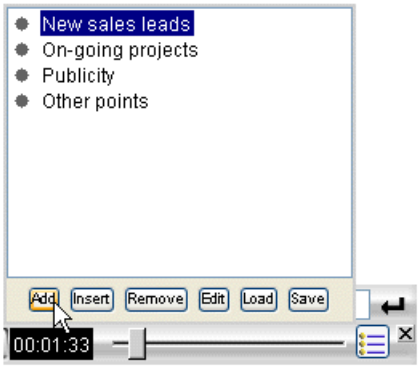
Save your work while indexing on a regular basis with ***Save***.



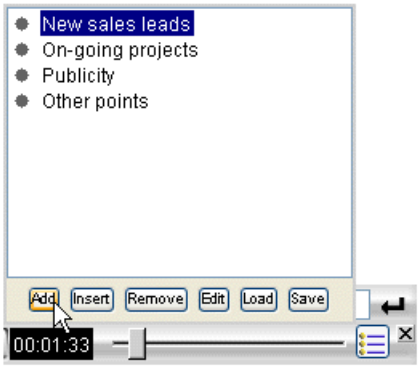
Click ***Add*** to enter a new index point

Enter a name for the new index point as well as the desired time.

You can also skip through or pause the recording at a certain point and the dialog box will automatically contain the appropriate time.



Continue to add index points using ***Add*** and ***Insert***. Selecting a point and clicking ***Add*** will create an additional, subordinate level:



These tools make it possible to create a useful multilevel index for a recording.

To use the index you have created, simply click on the index points while playing back a recording.

Hint: Note that index points folders do not have a time assigned to them.

Marratech 5.0 Release Notes

System Requirements
For the latest minimum requirements, please consult the support section at www.marratech.com

License
The ***Marratech*** client software is free to download and use.

How to Install
For step by step information on how to install the ***Marratech*** client**,** please consult the following:

- Quick Start Guide Windows
- Quick Start Guide Mac OS X

How to upgrade
You may keep the 4.1, 4.0 or 3.4 version installed on your system. However, we recommend uninstalling them to avoid any possible confusion.

Marratech 5.0 will reuse the preferences from the previous version. If you would like to remove these preferences and start off from a completely new install, do the following:

Simply remove the Documents and Settings/..username../.marratech folder.

Simply remove the ~/.marratech directory

Simply remove the Library/Marratech folder found in your user's home directory.

Important changes:

Here are the important changes that will affect usage for Marratech users:

- One window interface. The interface now integrates all windows. The Viewer and the Whiteboard can be switched from the lower left corner tab. This means users will need to press the lower tab button to view the Whiteboard.
- Walkie-Talkie Mode. To save bandwidth, increase voice quality and make the Video Follows Audio work, Walkie-Talkie Mode is default. To speak, you need to keep the microphone button pressed in with your mouse. If you want to keep it clicked in to work in other areas of Marratech, press CTRL while pressing the microphone button.
- Voice quality is now dynamically steered by the audio bandwidth limit set in the meeting room and the network conditions.
- You can now specify the capacity of your uplink, thus avoiding any possible saturation of your DSL/Cable connection, where upload is often slower than download.

What else is new in 5.0?

- New name, ***Marratech Pro*** becomes simply "***Marratech***"!
- New name, ***Marratech E-meeting Portal*** becomes "***Marratech Manager***"!
- Walkie-Talkie Mode. To save bandwidth, increase voice quality and make the Video Follows Audio work, Walkie-Talkie Mode is default. To speak, you need to keep the microphone button pressed in with your mouse. If you want to keep it clicked in to work in other areas of Marratech, press CTRL while pressing the microphone button.
- One window interface. The interface now integrates all windows. The Viewer and the Whiteboard can be switched from the lower left corner tab. This means users will need to press the lower tab button to view the Whiteboard.
- Participant video size can be enlarged.
- Voice quality is now dynamically steered by the audio bandwidth limit set in the meeting room and the network conditions.
- Remote application control. Enables you to give control of your application to another participant.
- Improved application sharing. Our VNC based application sharing now uses a transparent rectangle to select what is to be shared. Additionally, Marratech 5.0 can connect to an external VNC server, enabling new training scenarios.
- Application sharing is now available for Linux users as well.
- AES 256 bit encryption ensures the privacy of your meetings with even higher encryption levels.
- Improved new video rendering code for Mac OS X.
- Now compatible with Mac OS X Tiger.
- Linux now has better support for selecting different audio devices if multiple are installed.
- Linux now has improved stability is compatible with more audio devices.

Known Issues in 5.0

- Meeting rooms hosted on Manager 3.0 servers using AES 256 bit encryption will not be compatible with older versions of the client.
- Application sharing between 4.1.x and 5.0 clients is not possible.
- Audio bandwidth limitation requires 5.0 clients.
- DV cameras are not supported on Linux and Windows. DV video cameras (i.e. non webcams) work on Mac OS X, but consume more CPU.
- Mac OS X users need to use Mac OS X v10.3 or higher with all available updates. Jaguar is no longer supported.
- The following libraries are required for Application sharing on Linux: gtk 2.0, gdk 2.0 If these libraries are missing, application sharing will be disabled and you can not share your desktop but you will still be able to view application sharing from others.

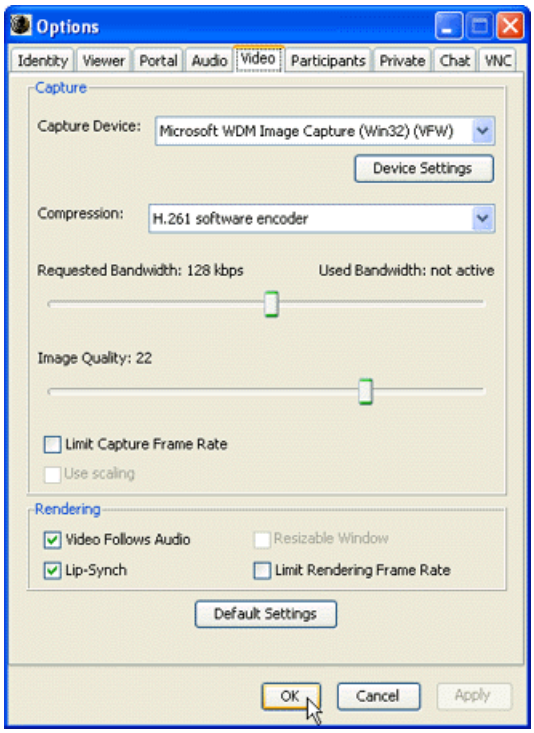
User Forum

Join our user community at http://www.marratech.com/forum/

Video Options

There are a number of settings related to video capturing and rendering in the ***Video*** tab of the Marratech ***Options***.

Here is a description of these options:



Capture Device: Choose which installed camera or video capture device to use.

You can also change settings (brightness, color, that are device driver dependent under ***Device Settings.***

Compression: You may choose between ***H.261*** and ***JPEG*** software encoders.

Hint: ***H.261*** is better for video since it can reach higher frame rates. JPEG is well adapted for transmitting still images.

Requested Bandwidth: This slider lets you adjust the amount of bandwidth to use within the limits permitted by the e-meeting room.

Reducing this value may help if the participants have trouble hearing you because of network overload.

Quality: A lower image quality value indicates more compression (more blockiness and lower quality image). A lower image quality will also give higher frame rate.

A higher image quality will give a less blocky picture but will result in lower frame rates.

Use Scaling is a Mac only feature. Many Mac cameras only grab in 320 x 240 pixels, instead of the standard CIF (352 x 288), causing a gray frame around the video image. Clicking this feature will scale the image to remove the frame. The feature is only recommended for high-speed dual processor Macs.

Limit Capture Frame Rate: Limits the amount of images captured. This gives a lower frame rate but is recommended for slower computers as it saves processor resources.

Video Follows Audio: Makes the ***Video*** window follow the person currently speaking. This can be temporarily overridden by holding down the mouse button while pointing it at a user in the ***Participants*** module. (Read more about this feature here)

For this feature to work, ***Silence Suppression*** should be used by all participants and only participants that are talking should be using the microphone button.

Limit Rendering Frame Rate. Use this function to reduce video speed on your screen, thus saving processor resources.

Lip-Synch. ***Lip-synch*** is used to synchronize the video images to the voice of the speaker. If you have a slow computer, un-clicking this option may save resources.

Hint: For full lip-synch to be achieved, 300 kilobits of video bandwidth per sender is required.

Hint: The ***Marratech*** client uses a feature called ***Congestion Control*** that automatically lowers the amount of video and whiteboard data in case of a bad network connection.

Video Follows Audio

Video Follows Audio is a useful meeting feature that enables the ***Video*** window to automatically change to the current speaker. This can be temporarily overridden by holding down the mouse button while pointing it at a user in the ***Participants*** module.

Here's what to do in order to get it working properly:

First of all, the function must be turned on - check under ***Tools, Options, Video***. (***Marratech*** menu, ***Preferences*** on Mac OS X)

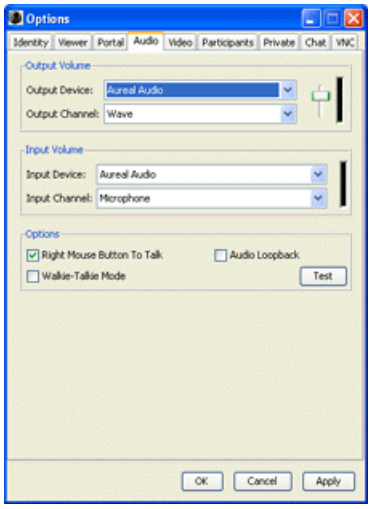
Marratech decides whom to display listening to who is talking at the moment.

To then ensure that ***Video Follows Audio*** works you should ask your colleagues to unpress the microphone button when not talking.

Advanced Audio Options

Marratech offers a wide variety of options, enabling users to tune their setup to their preference.

These options are available from the ***Tools*** -> ***Options*** menu (***Marratech*** - > ***Preferences*** on ***Mac OS X***) and selecting the ***Audio*** tab.



OUTPUT VOLUME

The ***Output Volume*** section controls the volume that you hear from your speakers. The slider to the right has the same function as the one in the main interface; it controls the volume of what you hear.

Windows and Linux
Choose which ***Output Device*** (i.e. audio card) you want to hear the audio from. If you have many such devices, select the one to which your headset is connected.

You may then choose an Output Channel from this device. These devices may have more than one output channel that tend to use different names depending on the brand, but the most common Output Device is often called ***Wave*** or ***Speaker***.

Hint: Avoid anything called ***Stereo Mix***, as this may cause echo.

Mac OS X
Choose which ***Output Device*** (i.e. audio card) you want to hear the audio from. If you have many output devices, select the one to which your head set is connected.

Hint: If you are using a USB headset, be sure to connect it before starting the client software. Always connect your USB audio device to your computer. Avoid using powered or unpowered USB hubs.

INPUT VOLUME

The Input Volume section controls the volume that you hear. The ***Marratech*** client software has automatic volume control for the microphone. For information on how to turn this off, please read further in this section.

Windows and Linux
Choose which Input Device you which to use when sending audio. If you have many Input Devices, select the one to which your headset is connected.

You may then choose an Input Channel from this device. Input Devices may have more than one Input Channel and while they are named differently from one brand to another, the proper one is usually called "Microphone".

Avoid using your web camera's built in microphone. The quality of those microphones is usually poor and may make you hard to understand.

Mac OS X
Choose which Input Device (i.e. audio card) you want to hear the audio from. If you have many Input Devices, select the one to which your head set is connected.

Hint: When using the Mac's built-in microphone or the ***iSight's*** microphone, be sure to use normal headphones as well, to avoid echo. ***iPod*** headphones work fine.

Hint: If you are using a USB headset, be sure to connect it before starting ***Marratech***. Always connect your USB audio device directly to your computer. Avoid using powered or unpowered USB hubs.

Options

The ***Push To Talk*** function will make your right mouse button (Or CTRL-click on Mac OS X) activate the microphone over any region belonging to ***Marratech***. This is good for giving short, quick comments during a meeting.

Walkie-Talkie Mode forces the user to keep the mouse button pressed down on the microphone to talk. This can be bypassed by CTRL clicking the microphone button to keep it pressed in, or by disabling it altogether by unchecking the Walkie Talkie Mode box. The benefits of using ***Walkie-Talkie Mode*** are two-fold, bandwidth savings are significant and the ***Video Follows Audio*** option will work as it should.

The ***Audio Loopback*** feature will playback (i.e. make you hear) all the audio you send from your microphone. This feature is useful when making a recording and wanting to be sure your audio levels are correct. This feature is disabled every time you restart the application.

Testing your audio

The ***Audio Options*** panel offers the possibility to test your audio playback and recording. The test button, situated in the ***Options/Preferences***, will bring up a window that lets you do the following:

Record button - The red circle button will let you speak a short sentence and record it

Play button - The green arrow button will let you hear what you have just recorded and repeat it until you press stop.

Stop button - The black square will stop the repeating playback.

Marratech button - The Marratech button will playback a test voice in a loop, enabling you to test your output volume without testing.

Output Volume slider will let you adjust the output volume accordingly during your tests.

Advanced Settings
The advanced settings should only be used in troubleshooting or in special cases that require fine tuning. In this extra window, you can:

Silence Suppression - It enables ***Video Follows Audio*** and saves bandwidth by detecting what is voice and what is silence. ***Marratech's*** silence suppression fills silences with white noise, offering a more comfortable silence.

AGC (Automatic Gain Control) - AGC let's ***Marratech*** adjust the volume to a level that is right for you. If you wish to disable this feature, un check the AGC box. When doing this, you may control the volume levels at an OS level without the influence of Marratech.

Audio Setup Guide

This guide is meant to offer extra help in setting up your audio. This guide focuses mainly on ***Windows*** since it has many setup options that can lead to audio setup problems. The guide includes the following sections:

Audio Setup Guide (Playback)

Audio Setup Guide (Recording)

Audio Setup Guide (Microphone Boost)

Audio Setup Guide (Troubleshooting)

Here are a few general rules on how to set your audio settings:

Proper equipment
It is very important that every participant use a good quality headset or an echo canceling microphone recommended by ***Marratech***.

Otherwise, background noises and echo will disrupt your meeting.

Audio Drivers
Most problems with audio can be solved by upgrading your device drivers.

Many manufacturers have very practical support pages from which you can download and install the latest drivers. ***Marratech*** recommends installing the latest version

Selecting the proper device (Windows)
Windows will sometimes change your audio device (i.e. sound card) without asking you. For example, when you install a web camera, the camera's built-in microphone may become the primary input device, even though it offers poor quality sound.

To verify your primary audio device, do the following:

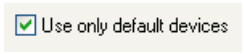
1. Open the ***Windows Control Panel*** (found in the Settings section of the Start menu)

2. Open the ***Sounds*** and ***Audio Devices*** application from the ***Control Panel.***

3. Select the ***Audio*** tab.

4. Select the ***Default device*** for both ***Sound playback*** and ***Sound recording***.

5. Check the ***Use only default devices*** check box.



6. Press **OK** to save your changes and close this window.

Audio Setup Guide Playback (Windows)

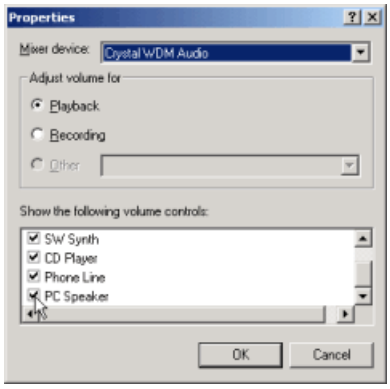
Setting the playback levels (what you hear)

1. Double click the volume control widget in your system tray. (It may be another color than yellow)

If it is not in your tray, open the ***Windows Control Panel***, choose the ***Audio*** tab and select the ***Sound Playback Volume*** button.

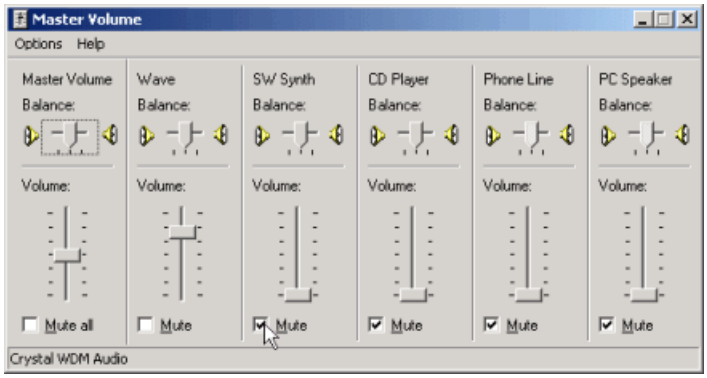
2. From the ***Options*** menu, select ***Properties***.

3. Under the ***Show the following volume controls list***, please select **all** listed components and click **OK**.



4. You will now see the volume settings for all of your devices. These may vary from computer to computer. Here are some tips on how to set the various devices for optimum quality:

- Mute all of the devices except for the main ***Volume*** and ***Wave*** devices.
- Take ***extra special care*** to mute the microphone (available on some computers), since you do not wish to hear yourself.
- As an extra precaution, put all of the muted sliders to zero.



Audio Setup Guide Recording (Windows)

Setting the recording levels- What others will hear

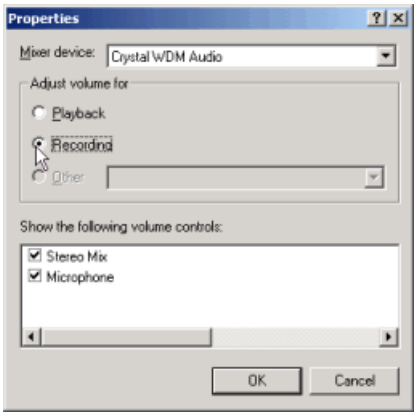
1. Double click the volume control widget in your system tray. (It may be another color than yellow)

If it is not in your tray, open the ***Windows Control Panel***, choose the ***Audio*** tab and select the ***Sound Recording Volume*** button.

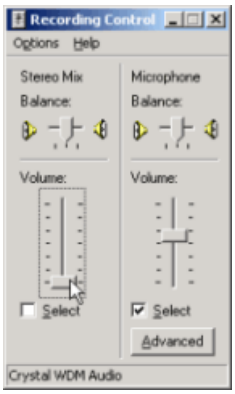
2. In the ***Options*** menu, select ***Properties***.

3. In the ***Properties*** window, select the ***Recording*** radio button.

4. Under the ***Show the following volume controls list***, select **all** listed components and click ***OK***.



5. You will now see the volumes for all of your recording devices (your computer may have more than two). Do the following:



- Select only the ***Microphone.***
- ***Never select Stereo Mix. This will cause echo!!!***
- Mute all other sources and as an extra precaution, lower their levels to zero.

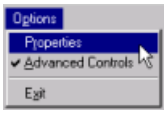
Audio Setup Guide Microphone Boost (Windows)

How to boost your microphone volume
Sometimes, a microphone or microphone input may have a very low volume. A way to solve this is to turn on the ***Microphone Gain*** function available on some sound devices. Here is how to turn this on:

1. Double click the volume control widget in your system tray. (It may be another color than yellow)

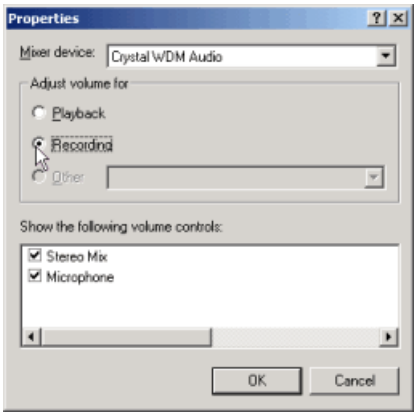
If it is not in your tray, open the ***Windows Control Panel***, choose the ***Audio*** tab and select the ***Sound Playback Volume*** button.

2. In the ***Options*** menu, select ***Properties***.



3. In the ***Properties*** window, select the ***Recording*** radio button.

4. Under the ***Show the following volume controls list***, select **all** listed components and click **OK**.



5. In the ***Options*** menu, the ***Advanced Controls*** item should be checked.

6. Under the ***Microphone*** device, you will now see an ***Advanced*** button, click it.

7. Select (or if needed unselect) the ***Microphone Boost*** check box.

Hint: The **Advanced** button is sometimes found under the "Playback" section of the audio properties. This depends on your computer manufacturer.

Audio Setup Guide Troubleshooting

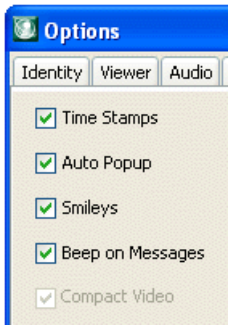
In some cases, extra help may be needed to resolve certain audio problems. Here are some hints on how to solve the most common problems encountered:

PROBLEM	SOLUTION
We have difficulty hearing each other because of skips and hacks in the audio.	This could be the result of an overloaded network or computer. An easy way to determine if this is the problem is to ask everybody to stop sending video. Read more about this in the Startup Guides at the beginning of the manual and in the network performance chapter.
How do I find out if our audio problems are caused by network problems?	1. Put your mouse over the person currently speaking and from whom your are experiencing trouble. 2. Open a ***Private Window*** to that user by pressing the "P" button. 3. Press the information button, "I" in the private conversation window. 4. This will bring up a network statistics window. You will be able to see packet loss statistics for audio under the ***Audio*** panel. If you see a large percentage of packet loss, long round trip times or high amount of jitter, reduce your video and lower your audio quality. Read more about this in the Startup Guides at the beginning of the manuals and in the network performance chapter.
The video window does not show the person that is speaking.	1. Make sure your ***Video follows Audio*** function is on. 2. Is someone else sending audio inadvertently? Ask that person to stop sending audio or to turn on and calibrate is silence suppression

More help can be found in the support forum at www.marratech.com/forum.

Private Window Options

Marratech offers some tweaking of the private window behavior. These options are available from the ***Tools*** -> ***Options*** menu (***Marratech*** - > ***Preferences*** on ***Mac OS X***) and selecting the ***Private*** tab.



Time Stamps: Adds a time stamp to the messages you receive and send.

Auto Popup: Brings private messages and audio to the front on your screen. (Recommended)

Smileys: Converts various text string to icons. See more in the Chat chapter.

Beep on Messages: Will play out the default system beep when you receive a private message.

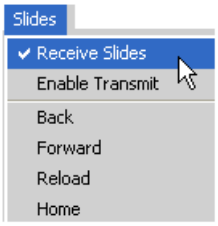
Compact Video: Reduces the size of the video in the private window. Un checking this box will make the video appear significantly larger (***Expert Mode*** only).

The Viewer Sending Slides

The ***Viewer*** supports collaborative surfing, i.e. one participant can lead others on the World Wide Web. Simple web pages can be sent to other participants, enabling to see exactly what you see.

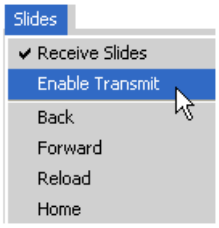
The ***Marratech Viewer*** supports the HTML 4.0 standard, but may have trouble accessing complicated ***Active X***, ***Flash*** and ***Javascript*** pages. It is well adapted to ***simple HTML slides***, used in many distance education courses.

Receiving web slides
The ***Receive Slides*** function allows you to enable or disable the reception of web pages sent out during an e-meeting. This feature is turned on by default.



Sending web slides
To send web pages (slides):

1. Select the ***Enable Transmit*** item on the ***Slides*** menu.
2. Check the ***Send*** box in the Viewer. (Button on ***Mac***)
3. Surf to the address you wish the others to follow.

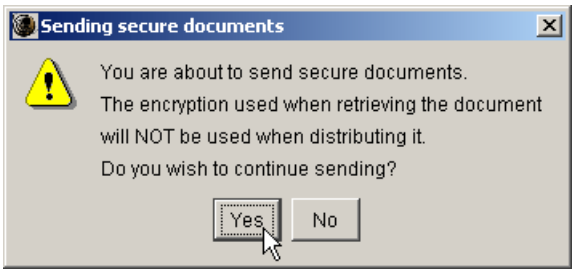


Sending a local HTML file
To send a web page located on your file system, use the ***File-> Choose file*** button.

Sending secure web content
Marratech will alert you if you attempt to send a web page from a secure (HTTPS) connection.

This way it is unlikely that you will distribute secure web pages by mistake.

Yes will continue with the transfer. ***No*** will turn off the distribution of slides.


Sending secure documents
You are about to send secure documents.
The encryption used when retrieving the document
will NOT be used when distributing it.
Do you wish to continue sending?
Yes
No

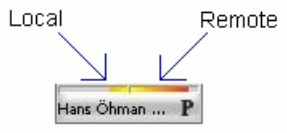
These pages are managed through ***Tools***, ***Options***, ***Viewer*** (***Preferences***, ***Viewer*** under ***OS X***).

Network Performance

If, after determining that your computer meets Marratech's recommendation, you still hear clipped voice, suffer from long delays and receive poor image quality, you or another participant may be connected through an inadequate network connection.

Here are some tips to help you avoid network problems:

1. Activate network status meters
Enable the "Show Network Status" function under the preferences for Participants. This will add two small network loss meters to each user, which will make it easier to see which user that causes packet loss.



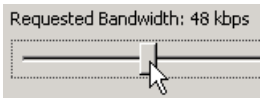
The left of the two meters show how you receive information from the user, the right is how your information appears at the user. If any data is lost, these will indicate (in approximate terms) how much.

2. Turn off the video
A quick way to determine if the current e-meeting room is not properly configured (i.e. it uses too much network resources) is to have all the participants stop sending video by unpressing the camera button.

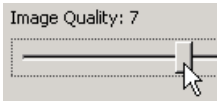
Please note that your video image may take up to 30 seconds to disappear. If this solves the audio quality problem, read the next tip to lower your video bandwidth speed.

If not, one of the participants may have an inadequate computer or a very slow network connections. Have different participants use the microphone buttons at different times to help identify where the issue is.

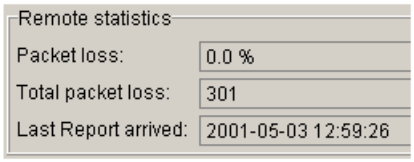
3. Lower your video bandwidth
Try lowering the maximum amount of bandwidth assigned ***Options, Video*** on the ***Tools*** menu (under ***Preferences***, ***Video*** on a ***Mac***). Have the others do this as well.



4. Decrease your video image quality
You can also decrease the image quality to gain a slightly better refresh rate even though you just lowered the maximum video bandwidth.



5. Look at the networks statistics
There are also a number of functions to more precisely determine packet loss, etc. in the ***Information window*** that is accessible by pressing the "***I***" button in the private window.



To get complete network statistics (to send to your IT support), open the ***Viewer*** and type "info:" in the address location, followed by enter. Simply copy/paste all of this information if you need to communicate with your support organisation.

Firewall Guide

Marratech E-meetings normally work fine with the default settings on the smaller firewalls designed for small office or home use. Larger organizations often have a more strict configuration where everything not explicitly allowed is denied. This is a quick look on how to configure the firewall for a Marratech E-meeting - for a more in-depth look, we have a firewall guide on our support pages.

Connecting to a server running Marratech Manager
Only two steps are needed to allow a ***Marratech*** client to connect to a ***Marratech Manager*** through a firewall.

First, the client must be allowed to connect to the HTTP and the HTTPS ports defined in the ***Marratech Manager***. If the server runs on the standard web ports, this is usually already set up in some way. The client can use a web proxy server, which is defined in the client preferences window.

Second, the client must be allowed to send traffic to all UDP data ports defined in ***Marratech Manager*** (default is 52000 to 52999) AND it must be allowed to receive returning traffic.

As the client will initiate all connections, both of these rules can be set up using a Dynamic state rule.

Please consult www.marratech.com for how to safely configure your firewall.

Direct Call
The ***Marratech*** client software has an option to run point-to-point with another Marratech Pro client. This have several limitations: It does not support NAT and can't be used with dynamic state rules in the firewall. You may get it to work by setting up port forwarding for the UDP ports used (50500-50511). However, running Direct call through NAT or a firewall is not a supported scenario by Marratech.

Read more about Direct Call.

CPU Performance

The minimum system requirement for using ***Marratech*** is a ***Pentium III*** 1 GHz processor with 512 MB of RAM.

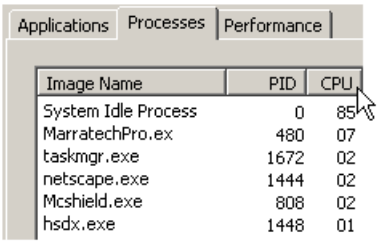
The minimum recommendation for ***Mac*** users is ***OS 10.3*** or higher , a ***G4*** 1 GHz processor and 512 MB of RAM.

Here are 9 hints to improve ***Marratech's*** performance on your computer

1. Terminate other applications
Take special care to terminate applications that you will not be using, not forgetting hidden ones, such as those found in your system tray. These applications may be using memory and processor power that ***Marratech*** needs to perform properly.

System tray applications can often be terminated by right-clicking them and choosing ***Exit*** or ***Quit***.

On ***Windows NT 4*** and ***2000,*** the ***Windows Task Manager*** is useful for monitoring the CPU load. Open it with <shift> + <ctrl> + <Esc>. Choose the ***Processes*** tab and sort the processes by CPU load.



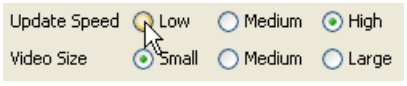
TaskInfo2000 is a useful shareware application that works under ***Windows 98***.

On Mac, you may use the Process Viewer (Under ***Applications***, ***Utilities***)

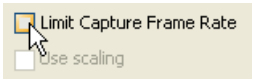
2. Upgrade your operating system and drivers
By upgrading to your manufacturer's latest drivers and operating system patches, you will often notice increased speed and stability. Running ***Windows Update*** (On ***Windows***) or ***System Update*** (on ***Mac***) frequently is recommended.

3. Your processor speed settings
Be sure your processor is at maximum speed. Newer computers may have a battery save mode or power conservation mode that reduces your system's performance.

4. Limit your Participants Refresh rate
Using the ***Low Update Rate*** option for the ***Participants*** module saves processor power.



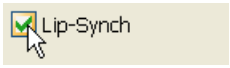
5. Limit Capture Frame Rate
The frame rate for the video capture can also be limited to lower the CPU load. This will save a lot of CPU on slower Macs.



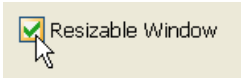
6. Limit your video display frame rate
Limiting the amount of video being displayed in ***Marratech*** is also a good way of saving CPU resources.

Enabling ***Limit Rendering Frame Rate*** will limit the amount of video displayed, and thus relieve computer resources.

7. Disable the Lip-Synch option
The ***Lip-Synch*** functionality can also be disabled to save CPU resources.



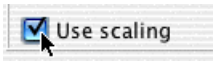
8. Disable resize video (*Expert Mode* only)
Another video-related feature that can cause higher CPU load is the ***Resizable Window*** function (***Tools***, ***Options***, ***Video***).



Some machines' performance may suffer when the ***Resizable Window*** option is active. Deselect this to save on CPU power.

The ***Lip-Synch*** functionality can also raise the CPU load to some extent..

9. Disable Use Scaling
The ***Use Scaling*** function for scaling your video image on the ***Mac*** may use up your computer resources. Be sure to use this option with care.



Opening several ***Private Windows*** with video in them can also cause high CPU loads.

Hint: If the hints and tips above doesn't help, the most likely cause is a driver related problem. Check and if necessary update the audio and graphics cards drivers, as well as the drivers for video grabber cards and USB cameras.

Un Install the Marratech Client

To un install ***Marratech*** on ***Windows***, do the following:

- Quit the application.
- Use the ***Add/Remove Programs*** found in the Windows Control panel.
- Locate ***Marratech*** and click the ***Remove*** button.

To uninstall ***Marratech*** on ***Mac OS X***, simply open the ***Applications*** folder and drag the ***Marratech*** icon to the trash can.

To uninstall ***Marratech*** on ***Linux***, simply run the uninstaller located at <installdir>/UninstallerData/UninstallMarratech or delete the ***Marratech*** client directory manually.